
AGENDA
FOR THE REGULAR MEETING OF THE
LOS ANGELES COUNTY COMMISSION ON DISABILITIES

500 WEST TEMPLE STREET, ROOM 374A
LOS ANGELES, CALIFORNIA 90012



Access

Board of Directors

Summary Report on Access Board Meeting attended by Kurt Hagen,
Commission on Disabilities appointed Access Board Representative.

The following report is respectfully submitted by Kurt C. Hagen,
Access Services Board of Directors appointee for the Los Angeles
County Commission on Disabilities (LACCOD). This report is to be
submitted at the November 16, 2011, regular meeting.

1. The most recent meeting of the Access Services Board of Directors was held on November 14, 2011. The following report addresses actions taken therein.

BOARD OF DIRECTORS MEETING—NOVEMBER 14, 2011

2. CLOSED SESSION—The Board of Directors discussed two litigation cases currently outstanding: Chroman v. Access Services and Arun Prem v. Access Services.
3. OPEN SESSION—The Board of Directors recommenced the meeting in Open Session.

General Counsel Jim Jones reported the following from Closed Session. The Chroman v. Access Services case has settled. Once the terms have final signature, they will be reported. There was no reportable action on Prem v. Access Services.

4. Superior Service Awards—The Board of Directors recognized Vahan Keshishyan as the September 2011 awardee for Superior Service. Mr. Keshishyan has been a driver with San Gabriel Transit since 2002, and he also has a brother who is an Access driver as well.
5. Minutes—The Board of Directors approved the minutes from the October 24, 2011, meeting.
6. General Public Comment—The Board of Directors heard the following general public comment:

Toni Hemphill stated her complaints regarding alleged reckless drivers who operate the sedans (Ms. Hemphill had stated she had been involved in three accidents to date) and she is requesting an investigation on this matter. Furthermore, Ms. Hemphill has complaint with several late rides requiring her to miss the entirety, or nearly the entirety, of several appointments.

Wesley banks stated his complaints regarding his feeling that placing 3 passengers in the rear of a Prius is a safety issue. He stated he has concerns regarding pick ups at LAX and regarding numerous late trips (echoing Ms. Hemphill's complaint).

As matters brought up in Public Comment cannot be responded to directly in an open meeting where said comments are made, staff was directly to individually speak with the two commenters to ascertain and/or address their concerns.

7. Consent Calendar—The Board of Directors took action on the following consent calendar items:
 - a. Approval of Extension of Eastern Region Contract With San Gabriel Transit, Inc. (Item 7a)—The Board of Directors approved the extension of the Eastern Region Contract with san Gabriel Transit, Inc. (SGT), by exercising the fourth option year of this contract.

An additional \$27,269,028 in funds and an extension in the period of performance for one year, from April 1, 2012 through March 31, 2013; was authorized.

Since the introduction of Access' Self Insurance Retention (SIR) program in June 2009, SGT has made an effort to raise safety awareness and facilitate the safety culture, and has seen the following improvements:

- 38% decrease in claims filed for FY 2010/11 over fiscal year FY 2009/10
- 50% decrease in claims paid for FY 2010/11 over fiscal year FY 2009/10
- 38% decrease in incident rate for FY 2010/11 over fiscal year FY 2009/10

It is also important to note that SGT has committed to utilizing the .76% increase in their per trip rate to increase driver wages. As an agency, Access is always encouraging service providers to maintain competitive driver wages in order to find the highest quality drivers to transport our customers.

- b. Approval of Extension of Mobility Device Marking Contract (Item 7b)—The Board of Directors approved the extension of the mobility device marking contract, by exercising the second of five possible option years on this contract with C.A.R.E. Evaluators.

The Board authorized an extension in the period of performance for one year, from July 1, 2012 through June 30, 2013 and an additional \$223,784 in funds for the one year extension. A New Freedom grant provides 50% of the funding for this project annually.

C.A.R.E. has retained the staff it inherited on July 1, 2010, the date when the company took over the Wheelchair Marking and Tethering Program. Audits and refresher training are conducted to ensure that this program operates at the highest level possible, considering this is a critical component of Access' overall safety initiative.

- c. Approval of Extension of Eligibility Determination Services Contract (Item 7c)—The Board of Directors approved the extension of the Eligibility Determination Services Contract, by exercising the second of five possible option years with C.A.R.E. Evaluators.

The Board authorized additional funding in the amount of \$750,000 for the remainder of the current contract year (through June 30, 2012) and the extension in the period of performance for one year, from July 1, 2012 through June 30, 2013 and an additional \$3,000,000 in funds for that one year extension. This approval increases the previously approved contract amount of \$8,662,049 to \$12,412,049, at the following rates:

	Current Rate	New Rate
Fixed Monthly	\$115,934	\$120,656
Fixed Rate: In Person Evaluation	\$23.45	\$24.16
Fixed Rate: Document Review	\$11.26	\$11.51

This action has become necessary due to a substantial increase in the amount of evaluations and related activity in recent months and which is anticipated to continue increasing.

C.A.R.E. conducted nearly 11% (approximately 1,000) more evaluations from July through September 2011 as opposed to the same time period in 2010. These months, historically, are months where there is lesser evaluation activity. Specifically, August alone a record 3,800 evaluations were conducted.

Given economic, and other, factors, it is anticipated that this trend will continue. Access experienced a 31% increase in in-person evaluations and a 10% increase in paper evaluations between fiscal year 2009-2010 and fiscal year 2010-2011.

- d. Approval to Add Funds and Extend Contract For Overflow Services (Item 7d)—The Board of Directors approved additional funds and an extension in the contract for Overflow Services, by exercising the first of two possible option years on this contract with MV Transportation (MVT).

The Board authorized an additional \$430,000 in funds and an extension in the period of performance for one year, from July 1, 2012 through June 30, 2013. This approval results in an increase in the previously approved contract amount of \$1,106,126 to \$1,536,126; with the fixed hourly rate increasing from \$43.75 to \$44.48.

Overflow service has been provided by MVT under its current contract since July 2009. The service entails the provision of trips directly dispatched by the Access Operations Monitoring Center (OMC) in the event that regularly scheduled trips cannot be completed in a timely manner. Overflow service provides over half of the Access backup trips. More than 2,800 trips were performed by the Overflow vehicles during FY 2010-2011. Staff has not experienced any serious service issues with the service nor have there been any founded complaints. When concerns do arise, MVT management is quick to respond and remedy the situation. Given the exemplary service provided by MVT, staff heartily recommends exercising the first option year of the contract.

8. Mobility Management and Aging Population—Presentation regarding methodology and importance of focusing mobility management efforts for the aging community.
9. Selection of Paratransit Resources Integration Consultant—The Board of Directors approved a consulting contract with the IBI Group from December 1, 2011 through November 30, 2013, not to exceed \$87,240, with an option to extend the contract in one year increments for up to three years. The purpose of this consulting contract is to design and implement a plan to integrate local paratransit resources into the regional provision of ADA paratransit. The net effect of this item will be some increase in service capacity and efficiency as some dial-a-ride capacity will be able to be utilized to provide ADA paratransit.

Access has received federal grant funds to identify and enable local dial-a-ride agencies and other third-party entities to transmit their unused paratransit vehicle capacity into the Uniform Scheduling System (USS) currently operated by Access. This capacity will then be coordinated by Access to supplement regional resources required for ADA paratransit demand. The criteria for participation in this project will be based upon the compatibility of those agencies'/entities' existing Computer-Aided-Dispatch (CAD) systems. It is estimated that there are 15-20 local agencies with these systems of which 6-8 are expected to participate in this project.

The scope of this contract is for the IBI Group to complete the following tasks:

Task 1: Identification of Compliant Agencies and Other Entities

A number of local agencies use a variety of CAD systems (such as Trapeze, Routematch, Stratagen, etc.) that may or may not be capable of accepting trip data from an outside application.

Further discovery will need to be done on these CAD systems including their version and operating platform and what components will be required (i.e. hardware and software modifications) to integrate with Access Uniform Scheduling System (USS). Once this is complete, Access will enter into MOU's with these entities to integrate them into the regional paratransit system. IBI Group will submit a report detailing their discovery during this phase of the project.

Task 2: Development of Specifications of Required Hardware and Software Modifications

Based upon the previous phase Access will coordinate and fund the procurement of hardware and software necessary to integrate the appropriately identified agencies. Modifications to Access' USS system would include:

- Programming to expand the original number of providers to accommodate compliant outside agencies (USS Programming);
- Programming to accommodate strategies' specific to a compliant outside agency (USS Programming);
- Programming to meet the data structure acceptable to a compliant outside agency (Third-Party Programming).

IBI Group will deliver a report detailing the above specifications as well as any licensing changes required to the USS system.

10. Approval of Software Implementation in San Fernando Valley (Northern Region)—The Board of Directors approved the implementation, at Northern Region provider MV Transportation, of the StrataGen software platform in the San Fernando Valley region. The initial phase of the software transition will begin in January of 2012 and the project is planned for completion by the end of April of 2012.

The implementation costs to migrate a service provider to the ADEPT platform were previously approved by the Board (November 2007). Therefore, in approving this item, the Board has authorized the expenditure of \$125,312 of the previously approved amount to pay for milestones related to the implementation.

In addition, start-up costs of \$87,193 related to the implementation as part of MV's service contract will now be allocated. Both of these costs have been rolled over as committed expenses from the previous fiscal year.

Access maintains software and licensing rights to StrataGen ADEPT, the reservation/scheduling/dispatch software package procured in 2007. The software was implemented, and is now in usage, in the Southern region. Knowledge gained from the Southern Region implementation can be used now to assist in the San Fernando Valley region installation.

The StrataGen ADEPT software will reap several benefits in the in San Fernando Valley:

- *Continuity of Data Transition:* After reservations and scheduling is completed trip data is exported from Trapeze to the DDS system for dispatch. Since StrataGen modules will be implemented both in reservations and dispatch, the trips will remain in the same software.
- *Route Efficiency:* StrataGen is capable of utilizing actual historical GPS data and project estimated travel times across the region, thus improving the routing and rideshare process.
- *Live Projections:* StrataGen has the ability to project estimated pick-up and drop offs, which allows the dispatchers to identify the trips that have been predicted to run late by the system and find alternate solutions with the help of the automated routing function.

- *Automated Functions:* StrataGen can identify gaps in driver schedules as a result of cancellations or no shows. Dispatchers can use this information to provide assistance to those drivers who are falling behind on their scheduled pick-up and drop offs.

In keeping with the policy guidelines for change in software, approved by the Board of Directors (September 2010), the following agreements have been made to minimize the impact on service performance.

- Any changes or modifications deemed necessary to the software will be the responsibility of MV Transportation.
- Access Services will be responsible for licensing, maintenance, and initial implementation and training costs.
- MV Transportation has made a firm commitment that within 30 days of implementation; they will maximize their efforts to bring on-time performance at or above 87%. Within 60 days of implementation, the on-time performance will be at or above 89%. Within 90 days of implementation, the key indicators will stabilize; on-time performance will be back to system standard of 91%, and performance will be held accountable to meet all contractual operational performance obligations.
- MV Transportation will take preemptive measures to ensure smoother transitioning by arranging for additional resources; such as, adding more inquiry lines, increasing the number of drivers and vehicles.
- Access Customers will be educated about the change of software through seat drops and specifically scheduled community meetings.
 - ***As representative for the Los Angeles County Commission on Disabilities I questioned the timeline and timeliness of the public notification.***

- *The rider notification is for purposes of reassuring the rider that any service difficulties/delays are only temporary and are a direct result of the changeover with the software and are being addressed. However, the seat drops will begin to appear in vehicles in January 2012 and the “specific community meetings” (which is what I had directly questioned) are going to commence in March 2012, immediately prior to the new software package going live.*
 - *Expressed there should be more notice of potential service issues to the ridership.*
11. Amendment of StrataGen Contract—The Board of Directors approved the required amendments to the software and services contract with StrataGen as a result of the approval of the implementation of the StrataGen ADEPT software in the San Fernando Valley Region (MV Transportation).
- The hardware and services required for this modification are estimated to be \$50,000 offset by the cancellation of the maintenance contract (\$45,000/year) for the current system.
- Access owns the current dispatch application server and communication hardware that is in use by MV Transportation. However, with the Board of Director’s approval of the StrataGen ADEPT installation, MV will use a mobile data terminal to communicate directly with the ADEPT platform. This new methodology renders Access’ current dispatch application server unnecessary.
12. Executive Director’s Report—The Executive Director’s Report, included the following informational statistics for October 2011:

OCTOBER 2011 DATA			
		Access TAP Card Usage	
		Free Fare Partner	# of Access TAP rides
Trips	211,529 (up 1.0%)	Santa Clarita	64
On Time Performance	90.13%	Norwalk	230
Average Hold Time	59 seconds	Montebello	1,725
Cost Per Trip	\$35.88	Metro Rail	6,008
		Metro Bus	67,274
		Foothill Transit	4,027
		Culver City	1,070
		Total TAP	80,398

The Executive Director offered an update on the TAP card production. The vendor who was producing the chips to be installed in the TAP card is located in Thailand. Due to the recent flooding natural disasters taking place in Thailand, production has been severely delayed. There are 9,000 cards that had been ordered that have been halted in Thailand. Overall, out of the initial order of 60,000 TAP cards ordered, Access is still owed 45,000.

Access is currently solidifying a deal for the remaining TAP card chips from a vendor in Munich, Germany.

Therefore, the cards that have been received are going to be exclusively provided to new riders, only, until the rest of the supply is received. This is a reversal of the original plan.

ANNOUNCEMENTS

As such, the deadline for utilizing the old Access Rider ID card (white plastic) for transit purposes on the free fare providers has been extended from November 30, 2011 to September 29, 2012.

Applications for membership of the new CAC went out last week and are available on Access Services' website WWW.ASILA.ORG. For those who do not have access to the Internet, attached please find a copy of the application and related documents. The deadline for application submission for the CAC is December 9, 2011.

NEXT ACCESS SERVICES BOARD OF DIRECTORS MEETING

The next regular meeting of the Access Services Board of Directors will be held on January 23, 2012.

Beginning with October 2011, the monthly "Board Box" report includes a section with a rolling calendar of upcoming Board of Directors meeting dates and the tentative anticipated topics to be covered at those meetings. Keeping in mind the caveat that these agenda items are tentative, the follow is a list of topics to be covered at the next meeting.

Item	Description
CAC/TPAC	Approval of membership slates
Sullivan Curtis Monroe	Extension of vendor contract for insurance brokerage services
HDR	Extension of vendor contract for demand projection services
Antelope Valley Region	Award of contract for transportation services in the Antelope Valley
Jones and Lester	Extension of vendor contract for legal services

Vehicle Procurement	Approval for purchase of CNG service vehicles
Voice and Data Telecommunication Services	Award of contract for voice and telecommunication (800#, wide area network) services for entire agency

Respectfully Submitted,



Date: November 16, 2011